

**Testimony – House Select Committee on Modernization**  
**“Member Day Hearing”**  
Rep. Sharice Davids  
Thursday, April 15, 2021

Thank you, Chairman Kilmer, for holding this hearing today and I appreciate the opportunity to testify.

I’d like to speak today about one aspect of the Committee’s work that I find particularly important – constituent communications.

Our office strives to build and maintain strong relationships with our constituents in a variety of ways, including:

- casework,
- advocacy meetings,
- roundtables,
- social media broadcasts,
- Calls with Your Congresswoman, and
- direct mail and e-mail responses.

This effort to provide our constituents with a customer service-level experience doesn’t occur in a vacuum.

In order to do our job well, we depend on the collective resources of the House, like the House Communications Standards Commission and the Chief Administrative Officer.

Their experience and resources help provide us valuable guidance as we seek to be as communicative as possible with everyone in our district.

That is why I support the Committee's recommendations for increasing the quality of constituent communication and for streamlining process to save taxpayers money.

While some of the Committee's recommendations have been put into action, I'd like to encourage the Committee to continue its advocacy for the rest of the policies to be fully adopted, as well.

Specifically, I am eager to see how the Committee continues to find ways to advance recommendations 41, 42, and 43 which all push for better communication between Member offices and our constituents.

This is particularly important to me, as I feel the best ideas in DC don't necessarily come from a group of us members sitting around in a room, without input, figuring out the ways to solve the country's problems – the best ideas come from our constituents, who communicate to us the problems they're facing every day.

I am proud of the work our office has done to allow us to get to the point that we can not only hear those ideas or concerns constituents are sharing, but we can act on them right away.

Even before we set up our office, I prioritized having a strong constituent services and communications operation.

Due to the dedication of our staff and the advice of a lot of folks, we were able to stand up those parts of our office in relatively short order and we now receive regular positive feedback on the direct services and frequency of communication our constituents receive.

I look forward to growing that part of our work even more in the coming years, but we'll be best-positioned to do so if the House follows the recommendations of this committee to find efficiencies and expand the capacity of our respective offices.

Thank you again, Mister Chairman, for the opportunity to testify today.